



DEPARTMENT OF THE NAVY
NAVAL AIR STATION
22268 CEDAR POINT ROAD
PATUXENT RIVER, MARYLAND 20670-1154

26 February 2019

From: Commanding Officer, Naval Air Station Patuxent River
To: Naval Air Station Patuxent River Residents and Mission Partners

Testimony in Congress two weeks ago and several media reports highlighted health and safety concerns related to conditions in some family housing units in the Department of Defense. To understand the nature and severity of any health or safety concerns in military family housing, we will host an Information Meeting at the Housing Office Community Center on Thursday, 28 February 2019 at 1700.

In addition, your Command's leadership will be in contact with you to ask about your satisfaction with the condition of your home. By 15 April 2019, every active duty resident in public private venture or government housing will be contacted and asked if their housing is satisfactory. You will also be offered an opportunity for a visit from command leadership at your residence. If invited, we will be able to better understand and document any health or safety concerns in the residence, solicit feedback and help to resolve any concerns.

As you may be aware, Naval Air Station (NAS) Patuxent River is one of the largest family housing communities in the region. We have a partnership with Lincoln Military Housing to manage 749 homes in six communities, both on and off base. This includes Gold Coast homes, Carpenter Park, Lovell Cove, Glenn Forest, Columbia Colony, and Challenger Estates. We manage this partnership through our NAS Patuxent River Housing Team led by Mr. George Ross Keene (george.keene@navy.mil). Our Housing Team is available to assist you at (301) 342-3846 or at patuxentriver_housing@navy.mil. Our goal is to be more active as your advocate or to fix the problems.

The first step to fix a maintenance or other housing concern is to submit a work order through Lincoln Military Housing's portal website: <https://lincolnservicetrack.securecafe.com/residentservices/apartmentsforrent/userlogin.aspx> or by calling 1-888-857-4141 (Lincoln at your service).

If concerns are not addressed to your satisfaction by that process, please contact the District Manager Ms. Gina Edwards, at gedwards@lpsi.com or (240) 895-0380). If concerns remain unresolved then, our Military Housing Team is available to assist.

The NAS Patuxent River Housing Team hosts quarterly town halls to share law enforcement, chaplain, public works, safety, key base support service updates and address concerns. We welcome feedback on the best time, frequency, and type of updates preferred. Please forward inputs to patuxentriver_housing@navy.mil.

We remain committed to providing safe and quality housing for our military families. We thank you for choosing NAS Patuxent River military housing and look forward to your feedback to improve your military housing experience.

A handwritten signature in black ink, appearing to read "J. G. Hammond", is located below the text.

J. G. HAMMOND